

# ***DTS Customer Council***

## ***Meeting Minutes***

September 21, 2007

### **I. Call to order**

**P.K. Agarwal** called to order the kick-off meeting of the **DTS Customer Council** at **12:30 p.m. on September 21, 2007** in the **Isbell Conference at the Gold Camp office**.

### **II. Roll call**

Attendees: P.K. Agarwal, Mitzi Higashidani, Glen Matsuoka, Kathy Saito, Dennis Dearbaugh, Ann Barsotti, Denise Blair (Bernard Soriano), Dave Dawson (Jan Ross), Debra Gonzales, Frank Weary, Dale Jablonsky, Janice Hanson, Joe Panora, Ron Nabity, Joan Obert, Christy Quinlan, Paul Benedetto (Carlos Ramos), Mitzi Houston, Melissa Matsuura, and Jim Hanacek

### **III. Approval of DTS Customer Council Charter**

The Charter was discussed and approved by the Council members.

### **IV. Selection of Council Vice Chair**

Christy Quinlan was selected as the Council vice Chair.

### **V. DTS Governance Structure**

Jim Hanacek discussed the DTS Governance. The DTS Governance consists of the IT Council, Technology Services Board, Audit Committee, TSB Services Committee, and DTS Customer Council. All of the charters will be sent to the members.

### **VI. DTS 2011 Strategy**

Dennis Dearbaugh presented the DTS 2011 Strategy. The objective is to improve State of California's disaster preparedness and leverage the Cannery move to establish architecture for better performance.

### **VII. 07/08 Proposed Mid-Year Rate Changes**

Melissa Matsuura discussed the FY 2007/08 and FY 2008/09 billing rates adjustment – Phase III – she asked the Council to review the document and send any comments to her via email.

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### **VIII. DTS Update**

P.K. discussed performance measurements and the performance scorecard will be discussed at a subsequent meeting. He mentioned that DTS focus for new services is in the areas of enterprise email and state portal. Other than that DTS is very selective in introducing new services due to resource constraints.

Mitzi Higashidani stated the DTS's Budget Change Proposals (BCPs) were submitted to Department of Finance. They were submitted in three categories Data Center Capacity Growth, Customer Project Driven and Other Initiatives.

#### **Next Meeting Agenda**

Rate for Exam lists

Benchmarking of DTS Network Rates

Planning (Mid Tier DR/OR Strategy, Storage Consolidation Strategy, and Mainframe DR)

**Adjourned at 2:00 p.m.**